This form is for lodging concerns, complaints, or problems that you experience in relation to the Glebe Youth Service. Your concerns will be dealt with by the Coordinator of the Service, and if necessary, the GYS Management Committee.

You will also be provided with a personal response detailing how we plan to address your concerns and what your options are in participating in the complaints resolution process. Feel free to use additional space if required.

|  |  |
| --- | --- |
| Your name: |  |
| Address: |  |
|  |
| Email: |  |
| Phone contact: |  |
| Date complaint lodged: |  |

**Your Concerns…**

|  |
| --- |
| What is it that you are concerned about?  (Please attach any additional information you feel is relevant and/or don’t have room to include on this form.) |
|  |
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|  |
| **When did this take place?** |
| If you have concerns about a particular worker –  Do you know who that worker was? YES / NO  Do you know their name, or can you describe them? |
|  |
|  |
| Have you approached the worker about whom you have a concern? YES / NO |
| What would you like to see done about what has happened? |
|  |
|  |
|  |
|  |
| Would you be open to talking to us in more detail about your concerns? YES / NO  (You can choose to have a support person / representative of your choice with you or to speak on your behalf.) |

You can email completed forms to the GYS Coordinator (keiran@glebeyouth.org.au), or post to;

GYS Coordinator or The Chairperson \for complaints about the Coordinator)

Glebe Youth Service

Po Box 270

Glebe NSW 2037

You can also call the GYS Coordinator on 02 95522843 for a confidential discussion about your issue.